



## QUALITY POLICY

GRUPPO GORINI S.r.l. operates in the field of installation of metal carpentry, industrial carpentry and plant engineering in general. To be successful, the company must pursue the full and continuous satisfaction of its Customers, providing high quality products that are reliable and safe to use. The Management of GORINI GROUP S.r.l., which assumes full responsibility for all activities carried out, both towards Employees and Suppliers and Customers, pursues a publicly declared Quality, Environmental Protection and Occupational Health and Safety Policy. The Policy is based on the creation, maintenance and continuous improvement of a documented Management System, appropriate to the reality of GORINI GROUP S.r.l. and compliant with the ISO 9001:2015 standard, as well as on complete compliance with current regulations and legislation, .

In order for the System to be correctly applied, all personnel must participate in the control, prevention and continuous improvement and in the achievement of the following main strategic objectives:

Full compliance with all mandatory European, National and Regional regulations/laws and in any case related to the aspects that regulate the protection of Quality, the Environment and Health and Safety in the workplace, including the commitment to the prevention of occupational accidents and diseases; the regulatory aspects, together with the voluntary ones, provide the guidelines to establish and review the environmental and corporate objectives and goals; to this end, GORINI GROUP S.R.L. expresses its explicit prohibition of the intake of alcoholic and/or narcotic substances during work and outside hours if the effects may persist at work, especially for those who use company cars;

Reasonable and constant improvement of company impacts that could have negative consequences on health and safety, thanks to the involvement and awareness of employees, always and constantly trained and informed, so that they adopt behaviours appropriate to the various activities; the same training and awareness will be extended to all people who work on behalf of the company and also to them the Management System will always be made available, as stakeholders; the problem of Quality management in the company is a problem for everyone, which must be addressed with a systematic "teamwork";

Constant check of company processes to minimise the company impacts generated by them, using systems that fully comply with all current technical and legal standards, always preferring the best available and economically viable techniques, including workplace ergonomics that must be pleasant and comfortable without losing productivity;

Raw materials and logistics activities are fundamental for the quality and competitiveness of the products/services of GORINI GROUP S.R.L. ; therefore, all suppliers will be carefully selected on the basis of their technical, qualitative and organisational skills and their capacity to respect and protect the environment and health and safety; close relationships of collaboration and trust will be established with them, also for the implementation of a correct and strict application of all those measures and/or precautions to be taken.

The satisfied customer is the result of optimised business processes that guarantee the best quality/price ratio, both thanks to the search for continuous improvement, and to the periodic review of the Management System, in order to guarantee its continuous relevance and effectiveness;

The Quality Management System is based on a risk-based thinking approach that allows the organisation to determine the factors that may generate deviations of the processes with respect to the (ISO Standard) 9001:2015, and to put in place preventive contracts to minimise the negative effects and better seize the opportunities offered by the market by anticipating its trends.

The Management undertakes to ensure that this Policy is understood, shared, implemented and implemented by all its employees and collaborators and at the same time undertakes to share it with all stakeholders. The management of GORINI GROUP S.R.L. operates at all levels with unity of purpose and common objectives, striving to create the conditions so that employees and collaborators are put in the best conditions to

achieve the objectives set by the Quality Management System. All this allows to align strategies, processes and resources to achieve the objectives set by the company.

This document has been disseminated at all levels of the organisation through training meetings and exposure within the premises, and on the website in order to ensure understanding by all employees, collaborators and all third parties interested in various ways in the activities.

Based on the general principles set out below, measurable objectives have been defined that are monitored during the annual reviews by the Management, in order to continuously improve the effectiveness of the Quality Management System.

#### THE GENERAL PRINCIPLES

1. Pay the utmost attention to identifying and satisfying the needs of its people, in particular employees and collaborators;
2. Continuously improve the quality of the company's management and the services offered with the consequent generation of positive results both economically and in terms of excellence and reputation towards the outside - with full satisfaction of customers and partners;
3. Be inspired by the principles of ethical finance in the conduct of economic-financial relations with stakeholders and with their own people;
4. Ensure the availability of professionalism always adequate to the needs of the stakeholders and in any case of the reference market;
5. Continuously improve the image of a responsible and efficient company;
6. Maintain high attention to the principles of environmental sustainability;
7. Ensure a constant action of enhancement, motivation and professional growth of people;
8. Comply with the requirements of the Quality Management System and ensure its continuous and effective application;
9. Continuously review the Quality Policy to ensure that its people, in particular employees and collaborators, fully understand its contents and are committed to implementing them, and that stakeholders are always informed of the evolution of the company's reference context.

The Quality Policy is reviewed periodically during management reviews, in order to assess its continued suitability, also in the light of all improvement programmes. GORINI GROUP S.R.I.'s Policy is available to EVERYONE.

GORINI GROUP S.R.I. ensures that its Policy is disseminated as much as possible both inside and outside the Company. The Quality Manager (using, when necessary, the support of external specialist bodies) provides for the control and verification of the implementation of the requirements relating to the System.

Everyone must pursue the satisfaction of their "internal customers", that is, the downstream Bodies, avoiding creating or transferring problems to the next stages of the process. All personnel, with their own experience and commitment, constitute the strength of the Company, and therefore they must be able to work in a safe, clean, orderly work environment, and find job satisfaction. Everyone will be provided with adequate education and training so that they can realise themselves professionally and fully express their potential; they will be encouraged and the involvement, initiative and suggestions will be appreciated.

To obtain a good result, it is necessary to act on the processes, in order to prevent defects before they occur, removing the causes of the defects at the root.

Our business will be conducted in accordance with the highest moral and ethical standards; we will behave in a socially responsible manner, respecting the laws, the environment and the safety of people in the workplace, seeking, as far as possible, to meet the expectations of stakeholders, including through the punctuality of payments as well as deliveries.

Piancamuno, 7 January 2020

The Management